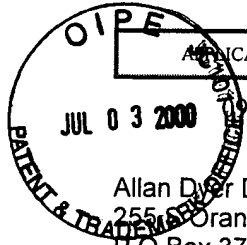


## FORMALITIES LETTER



\*OC00000005073114\*

UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS  
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/513,784	02/25/2000	J. Andrew Judkins	DT-86 (50514)

Allan Dyer Doppelt Milbrath & Gilchrist PA  
255 Orange Avenue Suite 1401  
P O Box 3791  
Orlando, FL 32802-3791

Date Mailed: 04/25/2000

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 690 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 820.**

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*A copy of this notice **MUST** be returned with the reply.*

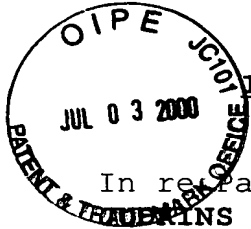
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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00000000	00000000
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: )  
HARRIS ET AL. )

Serial No. 09/513,784 )

Filing Date: February 25, 2000 )

For: INTEGRATED ACD AND IVR )  
SCRIPTING FOR CALL CENTER )  
TRACKING OF CALLS )

REQUEST FOR EXTENSION OF TIME

Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

Applicants in the above-referenced application respectfully request a one-month time extension for filing the Response to Notice to File Missing Parts mailed April 25, 2000. Authorization is hereby given to charge the extension fee of \$110.00 to Harris Corporation Deposit Account No. 08-0870. If any additional extension fee is required, charge Account No. 08-0870.

Respectfully submitted,

RICHARD K. WARTHER  
Reg. No. 32,180  
Allen, Dyer, Doppelt, Milbrath  
& Gilchrist, P.A.  
255 S. Orange Avenue  
Suite 1401  
Post Office Box 3791  
Orlando, Florida 32802  
407/841-2330

07/05/2000 GTEFFERA 00000111 000870 09513784

01 FCB115 110.00 CM

In re Patent Application of:

**JUDKINS ET AL.**

Serial No. **09/513,784**

Filing Date: **02/25/2000**



**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231, on this 28<sup>th</sup> day of June, 2000.

Julie Lalan

Sector 3



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: )  
JUDKINS ET AL. )  
Serial No. 09/513,784 )  
Filing Date: February 25, 2000 )  
For: INTEGRATED ACD AND IVR )  
SCRIPTING FOR CALL CENTER )  
TRACKING OF CALLS )

RESPONSE TO NOTICE TO FILE MISSING PARTS

Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

Responsive to the Notice to File Missing Parts  
mailed April 25, 2000, Applicants enclose the following:

Filing fee of \$690.00 for a large entity.

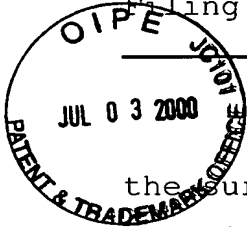
- 1) Surcharge of \$130.00 for large entity.
- 2) Declaration and Power of Attorney.
- 3) Copy of "Notice to File Missing Parts of  
Nonprovisional Application" mailed April 25,  
2000.

In re Patent Application of:

JUDKINS ET AL.

Serial No. 09/513,784

Filing Date: 02/25/2000



Authorization is given to charge the filing fee and the surcharge fee totaling \$820.00 to Harris Corporation Deposit Account No. 08-0870. If any additional extension and/or fee is required, or if any additional fee for claims is required, charge Account No. 08-0870.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "R. Warther".

RICHARD K. WARTHER  
Reg. No. 32,180  
Allen, Dyer, Doppelt, Milbrath  
& Gilchrist, P.A.  
255 S. Orange Avenue  
Suite 1401  
Post Office Box 3791  
Orlando, Florida 32802  
407/841-2330

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231, on this 28<sup>th</sup> day of June, 2000.

A handwritten signature in dark ink, appearing to read "Julie Lalan".